

## **RECEPTIONIST**

**073**

**DEPARTMENT:** Community Services/WAMAC/Olde Towne Medical Center

### **NATURE OF WORK:**

Performs reception and customer service duties in a medical center, under the supervision of the Medical Director.

### **ESSENTIAL FUNCTIONS OF THE JOB:**

Greets all patients and visitors and directs them to appropriate services or source.

Maintains continuous communication with Provider Teams.

Answers multi-line phone system.

Acts as primary telephone receptionist, directing inquiries to the proper source; screens and takes messages as necessary and answers questions within context of policies and procedures with contact sometimes of a difficult nature.

Makes appointments as needed.

Checks out patients and collects fees for speciality clinics.

Responsible for copying and maintaining records as needed.

Responsible for maintaining patient waiting area.

Serves as a conduit for staff call-ins (absenteeism, sick).

Enters data on computer as required. Files correspondence, lab reports, clinic forms, etc., both in patient medical reports and in general files as needed.

Performs work safely in accordance with departmental safety procedures and the County Safety Program. Operates equipment safely and reports any unsafe work condition or practice to supervisor.

Performs related work as required.

### **JOB LOCATION AND EQUIPMENT OPERATED:**

Duties are performed at the Olde Towne Medical Center in a medical clinic setting. Operates standard office equipment.

**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:**

Considerable knowledge of standard office practices and procedures, equipment, and clerical techniques in a medical setting, medical terminology, and telephone triage.

Considerable knowledge of grammar, punctuation, spelling, and arithmetic.

Considerable knowledge of general office computer software and associated equipment.

Ability to operate general office equipment, word processing equipment, and microcomputers as required to accomplish the work assigned.

Ability to independently apply and carry out policies and procedures within assigned areas of responsibility.

Ability to maintain moderately complex records and ensure their confidentiality.

Ability to make mathematical computations with accuracy.

Ability to proofread, research files, and logically organize information.

Ability to work under pressure and meet deadlines.

Ability to establish and maintain effective working relationships with doctors, nurses, other coworkers, volunteers, and the public.

**MINIMUM QUALIFICATIONS:**

Medical Assistant Certificate and two years of experience in general clerical work or one year in a medical setting; or any equivalent combination of education, training, and experience providing the knowledge, abilities, and skills cited above.

CPR certification or ability to obtain it within a reasonable amount of time after hire preferred.

Date: December 2001  
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# IDENTIFICATION OF GENERAL APTITUDES AND PHYSICAL REQUIREMENTS

Position Title Receptionist Position Number 073  
Department Community Services Division WAMAC/Olde Towne Medical Center

The Americans with Disabilities Act requires that we identify the general aptitudes and physical requirements needed to perform the job listed above. Individuals who have the position must be able to perform all essential job functions unaided or with reasonable accommodation.

**I. Mental Abilities:** General learning ability. The ability to “catch on” or understand instructions and underlying principles.

- ☒ Ability to understand and follow oral instruction
- ☒ Ability to understand and follow written instruction
- ☒ Ability to guide and/or give instructions
- ☒ Ability to make decisions in accordance with established procedures and policies
- ☐ Not essential to job function

**II. Verbal Abilities:** Ability to understand meanings of words and ideas associated with them and to use them effectively. To comprehend language, to understand relationships between words, and to understand meanings of whole sentences and paragraphs. To present information or ideas clearly.

## 1. Speaking/Talking:

- ☒ Answering telephone, radio, or switchboard
- ☒ Communicating with County officials
- ☒ Communicating with general public
- ☒ Communicating with vendors
- ☒ Communicating with supervisors and/or with other employees
- ☒ Communicating with others: agencies, funders
- ☐ Not essential to job function

## 2. Hearing/Listening:

- ☒ For communication with County officials, public, vendors, supervisors and/or other employees
- ☐ Not essential to job function

## 3. Reading: (ability to read and understand text)

- ☒ Essential to job function
- ☐ Not essential to job function

**III. Numerical:** Ability to perform arithmetic operations quickly and accurately.

- ☒ Ability to mentally perform accurate two digit calculations
- ☒ Ability to perform accurate calculations aided by a calculator, adding machine or measurement device

**IV. Spatial Abilities:** Ability to comprehend forms in space and understand relationships of plane and solid objects. May be used in such tasks as blue print reading and in solving geometry problems. Frequently described as the ability to “visualize” objects of two or three dimensions, or to think visually of geometric forms.

- ☒ Essential function
- ☐ Not essential function

**V. Motor Coordination:** Ability to coordinate eyes and hands or fingers rapidly and accurately in making precise movements with speed. Ability to make a movement response accurately and quickly.

**1. Manual Dexterity:** Ability to move the hands easily and skillfully. To work with the hands in placing and turning motions.

- |  |  |
|--|--|
| <input checked="" type="checkbox"/> Use telephone      | <input checked="" type="checkbox"/> Manipulate computer keyboard and mouse |
| <input checked="" type="checkbox"/> Use switchboard    | <input checked="" type="checkbox"/> Use postage machine                    |
| <input checked="" type="checkbox"/> Use radio/console  | <input type="checkbox"/> Use hand tools                                    |
| <input checked="" type="checkbox"/> Use a calculator   | <input type="checkbox"/> Use power tools                                   |
| <input checked="" type="checkbox"/> Use a copy machine | <input type="checkbox"/> Other: _____                                      |
| <input checked="" type="checkbox"/> Use a fax machine  | <input type="checkbox"/> Not essential to job function                     |

**2. Finger Dexterity:** Ability to move the fingers and manipulate small objects with the fingers rapidly or accurately. For example: electrical wiring.

- ☒ Essential to job function
- ☐ Not essential to job function

Explain: Operate computer

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## VI. Physical Demands:

1. **Strength**: The quality, state or property of being strong. The power to withstand strain, force or stress.

Please check (✓) in appropriate boxes below.

Ability to manipulate materials and/or equipment (lbs)							Frequency of Manipulation		
	5-	5-10	10-15	15-25	25-50	50 +	Occasionally	Frequently	Continuously
<b>Lift</b>			✓					✓	
<b>Push/Pull</b>				✓			✓		
<b>Hold/Carry</b>			✓					✓	

Manipulation done from: ☒ ground to waist    ☒ waist level    ☐ waist to shoulder    ☐ above shoulder  
(Check all that apply)

Not essential to job function: ☐ Lift    ☐ Push/Pull    ☐ Hold/Carry (Check all that apply)

2. **Climbing**: To move up or mount by using the hands or feet.

### Ladders

- ☒ Step stool
- ☐ 8' to 10' step ladder
- ☐ Extension ladder
- ☐ Other \_\_\_\_\_
- ☐ Not essential to job function

### Stairways

- ☒ 1 flight
- ☐ 2 flights
- ☐ 3 or more flights
- ☐ Other \_\_\_\_\_
- ☐ Not essential to job function

### Steps

- ☐ 1-2
- ☐ 2-3
- ☐ 3-4
- ☒ Other: 10 steps
- ☐ Not essential to job function

3. **Ability to Stand, Sit, Walk, and Run**:

Please check (✓) in appropriate boxes below.

Duration (hours/day)							Occasionally	Frequently	Continuously
	0-1	1-3	3-5	5-7	7-9	9 +			
<b>Stand</b>	✓						✓		
<b>Sit</b>		✓					✓		
<b>Walk</b>	✓							✓	
<b>Run</b>									

If walking or running, over what type of terrain? ☒ flat    ☐ rough    ☐ both

Not essential to job function: ☐ Stand    ☐ Sit    ☐ Walk    ☒ Run (Check all that apply)

#### **4. Stooping, Kneeling, Crouching, and /or Crawling:**

To bend forward or down from the middle of the waist or the middle of the back, to bend downwards, to lower oneself and/or to move freely on hands and knees.

##### **Daily Amounts**

- ☒ 0-5x      ☐ 5-20x      ☐ 20-50x      ☐ 50+x  
☐ Other \_\_\_\_\_ ☐ Not essential to job function

#### **5. Reaching, Handling, Fingering, and/or Feeling:**

To stretch out, extend, or put forth a bodily part. To touch or grasp something, by extending or stretching. To touch, lift, hold or operate with the hands.

##### **Daily Amounts**

- ☐ 0-5x      ☒ 5-20x      ☐ 20-50x      ☐ 50+x  
☐ Other \_\_\_\_\_ ☐ Not essential to job function

#### **6. Seeing:** To perceive or comprehend by the sense of sight.

Essential to job function: These characteristics are necessary (Check all that apply)

- ☒ Peripheral vision
- ☒ Night vision
- ☒ Focus (distinctness or clarity)
- ☒ Color perception (discriminate between colors)
- ☒ Depth perception (determine distance relationship between objects)

#### ***VII. Driving:*** The ability to transfer or convey in a vehicle.

<b>Transmission</b>	<b>Standard</b>	<b>Automatic</b>	<b>Multi-Gears</b>
Car	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Van	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Small Truck	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Medium Truck	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Large Truck	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Truck w/Equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Heavy Bus Equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not essential to job function	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (list) _____			

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